GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:373
ANSWERED ON:28.02.2008
OVERBOOKING IN THE FLIGHTS
Deora Shri Milind Murli

Will the Minister of CIVIL AVIATION be pleased to state:

(a) Whether the Air India`s London-Chicago flight were offloaded on January 8, 2008;

(b) if so, the reasons therefor;

(c) the rules and regulations in such cases when passengers with confirmed tickets have to be offloaded on account of over booking;

(d) whether there have been such incidents in the past with Air India; and

(e) if so, the details thereof alongwith the compensatory benefits are provided by airlines to passenger in such circumstances?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION(SHRI PRAFUL PATEL)

(a): Yes, Sir.

(b): As per international industry practice, airlines overbook their flights to optimize utilization of capacity, as all passengers booked on a flight do not turn up at the airport. However, at times more passengers than expected do turn up and the airline has no option but to resort to offloading.

(c): For passengers holding tickets, paid in Indian Rupees,for destinations to USA, UK and Europe, the compensation is granted in the form of a Miscellaneous Charges Order(MCO), which can be used for future transportation.

(d): Yes, Sir.

(e): One incident occured i n December, 2007 when 25 passengers were off-loaded. Eleven incidents of off-loading occured in January, 2008. Compensatory benefits as per rules were provided to the off-loaded passengers.